



Early Police Department

02/19/2021

The Early Police Department recently received a report from an elderly woman who received a text message that identified as an AT&T employee. The person texted a name and ID number and informed the victim that her bank account had been hacked. The scammer then called the victim and stated he could fix the issue if she would download an app called "gotoassist." The app gave the scammer full access to her phone. The scammer then instructed her to purchase over \$10,000 in gift cards. First they asked her to purchase 8 - \$500 home depot cards and said they would return the money to her account after the issue was fixed. Two days later the subject called back stating they needed her to purchase 12 - \$500 home depot cards and they needed to look at her computer remotely at which time she gave them remote access via the app. The victim learned that her credit cards were now maxed out and no money had been returned to her account.

Once this is done the money is gone. Police are unable to track where the money went and the gift cards will not refund the money.

If you receive a call from an unknown person NEVER provide any information, question everything. Call your bank or call law enforcement for guidance. The best thing to do when you receive a call from an unknown person or number is not answer it. If it is a legitimate call, they will leave a message. If you do choose to answer never provide any information.

Please counsel with your friend or relatives who may not see these posts or may not understand. This occurs often and the suspects are usually overseas and the case is unsolvable.